



Thurston County emergency dispatch center now accepts text messages

In the event of an emergency in Olympia, Tumwater, Lacey or anywhere else in Thurston County, the county's emergency dispatch center – [TCOMM 9-1-1](http://tcomm911.org) – is now accepting text messages.

While voice calling is still the preferred option, anyone in an emergency situation where it isn't feasible to make a voice call to TCOMM 9-1-1, please text the dispatch center at 9-1-1.

Situations in which texting 9-1-1 may be more appropriate than calling include when:

- A caller is speech and / or hearing impaired.
- A medical emergency limits the caller's ability to speak.
- Talking to the 9-1-1 dispatch center could put the caller at greater risk such as an active threat or home invasion incident.

While texting 9-1-1 is now another option, when an emergency occurs remember:

- That calling is always the fastest way to reach 9-1-1 since text messages may be delayed.
- To always include your location in the text message.
- To provide specific details about the emergency.
- To avoid the use of slang, abbreviations and emoticons to ensure your message is as clear as possible.
- That your message may not go through if you're out of range of Thurston County cell towers.

For more information visit http://tcomm911.org/IT/_911CAD.html or contact Robyn Herring, DES Health and Safety, at 360-407-8425 or robyn.herring@des.wa.gov.